



AMERICAN CONSULATE, KOLKATA, INDIA

VACANCY ANNOUNCEMENT NUMBER: **KOL-2015-02**

The U.S. Consulate in Kolkata is seeking an individual for the position of a Visa Clerk in the Consular section:

Applicants must apply on Form DS-0174 (Application form for Employment) and specify the vacancy announcement number. Applications not completed on Form DS-0174, or without reference to a specific vacancy number will not be accepted. **Only completed forms with supporting educational and employment documentation will be accepted. (Refer to application procedure below)**

Only applicants who are selected for the skills test/interview will be contacted.

OPEN TO: All Interested Candidates

POSITION: Visa Clerk, FSN-1415, CLA-310018
(Personal Services Agreement)

OPENING DATE: March 06, 2015

CLOSING DATE: March 20, 2015

WORK HOURS: Full-time: 40 hours/week:

SALARY: **Not Ordinarily Resident:** Full Performance Grade: FP-08*
Ordinarily Resident: Full Performance Grade: FSN-06*

*Starting salary will be determined on the basis of qualifications and experience and/or salary history.

DEFINITIONS

1. **Eligible Family Member (EFM):** An individual related to a U.S. government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;

- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; **and**,
- EFM (see above) at least 18 years old; **and**,
- Listed on the travel orders of a direct-hire Foreign, Civil or uniformed service member assigned to or stationed abroad with a U.S. government agency that is under Chief Of Mission (COM) authority, or at an office of the American Institute in Taiwan; **and either:**
- Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; **or**
- Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Is listed on the travel orders or approved *Form OF-126, Foreign Service Residence and Dependency Report*, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under COM authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan: **and**
- Does not receive a Foreign Service or Civil Service annuity.

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; **and**,
- Not on the travel orders of the sponsoring employee; **and**,
- Has been officially declared by the sponsoring U.S. government employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the Local Compensation Plan (LCP).

5. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the LCP.

NOTE: FOREIGN NATIONAL APPLICANTS (OR) MUST BE RESIDING IN INDIA AND HAVE VALID WORK AND RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION. PLEASE ATTACH COPIES OF RELEVANT DOCUMENTATION. APPLICATIONS WITHOUT RELEVANT DOCUMENTATION WILL NOT BE ACCEPTED.

FUNCTION OF POSITION

1. The jobholder receives and screens incoming NIV application and documentation for correctness at the intake windows and through offsite vendor services. Verifies that case data entered in CEAC and NIV and matches the information on the applicant's passport. Also checks other information such as address, type of visa, biographic information has been entered correctly. Transfers cases from CEAC to the NIV system. Verifies SEVIS and PIMS records whenever applicable and captures photographs. Produce machine readable visas, places visas in passports: passing it through the QA reader. Distributes passports with issued visas to offsite vendor representative and confirms the correct number has been distributed. Must be alert to detect any fraud indicators and should advise the consular officer of any fraudulent or suspect documents. Acts as interpreter when needed and provides other clerical services. Liaises with VFS, the contractor responsible for providing and maintaining the visa appointment system and courier pass-back services.
2. Drafts security advisory opinion cables in NIV application for department. Handles special kinds of visas involving petitions (H.L.O.P and R) and runs it against Petition Information Management Systems (PIMS) in CCD. Performs various filing tasks, such as pulling applications of applicants who have been previously refused or kept

pending, filing of SAO cases, filing of CEAC confirmation page along with fee receipt of issued and refused cases. Makes telephone calls to verify information submitted by or pass on information to visa applicants, as well as other special projects as assigned.

3. Assists NIV visa applicants in Consular waiting room, confirms appointment dates and directs flow of visa applicants into the Consular waiting room. Directs applicants to the appropriate windows for fingerprinting, visa interviews and cashiering services. Performs routine tasks pertaining to biometric collection. Provides routine NIV information to visa applicants in the waiting area. Assists applicants with finger placement on fingerprinting machines. Cleans biometrics collection equipment as needed.
4. Commands knowledge and understanding of the hardware and software used in the processing of visas sufficiently to recognize a problem, then either take initial corrective action or refer the matter to the systems administrator, CA support Desk, or an officer. Mastery of the NIV software and other consular systems is essential to performing all aspects of this position. Performs other duties as assigned by the Supervisor or his/her assignee.

QUALIFICATIONS REQUIRED

1. A Bachelors or equivalent degree in Business, Commerce or Computers is required.
2. Two years of office clerical work involving public contact with at least one year of progressively responsible experience in work involving the application of regulatory material and public contact or other closely related experience.
3. Level 4 (Fluent) in Reading/Speaking/Writing English; Level 3 (Good Working Knowledge) Speaking/Reading Bengali and Hindi is required. **(When applying for the position, please indicate your levels of proficiency in the languages). This will be tested.**
4. Basic understanding of USG policies and laws relating to the area of consular-visa operations and host country policies relating to the area of immigration is required. Working knowledge of NIV software and Consular Consolidated Database is required. Employee must understand how to use the FAM. Must have good word processing and accurate data entry skills. Employee should have awareness of local fraud trends.
5. Strong computer skills including use of the internet. Microsoft Office, word processing, spreadsheets and accurate data entry. Requires the basic skills in order to operate specialized machines related to issuance of visas, biometric equipment, fingerprinting equipments and/or photographic equipment. Must have the ability to understand regulatory documents such as 9 FAM and DHS Laws and regulations regarding immigration procedures. Employee must exercise tact, patient and discretion in working with the public and be able to work under pressure and to exercise sound judgment in referring case to an officer. Must adhere to high ethical

standards and demonstrate excellent phone etiquette. Ability to draft correspondence in precise and correct English.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested candidates for this position must submit the following:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174) available on website <http://kolkata.usconsulate.gov/jobopportunities.html> or
2. A current resume or curriculum vitae that provides the same information found on the UAE; or
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus

4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application: and
5. Other documentation (e.g., essays, educational and work experience certificates, awards, etc) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO:

American Consulate General
Management/HR Office
38A, Jawaharlal Nehru (Chowringhee) Road
Kolkata 700 071

Applications sent by post/courier/hand delivered will only be accepted from Monday thru Friday between 8:00 am and 5:00 pm, excepting holidays.

Or

E-mail application form and supporting documentary attachments to:
HROKolkata@state.gov

Please insert “**VA# 2015-02** (Vacancy Announcement Number) and **CLA-310018** (Position number) in the subject line of the e-mail. Applications without the Vacancy/Position Number or with incorrect numbers will not be accepted.

POINT OF CONTACT

Human Resources Office
Telephone: 3984-2400
Fax: 2282-2335

All applications for the Subject announcement must be received by
March 20, 2015

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number

- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No; if yes, provide explanation*)
- K. If applying for position that includes driving a USG vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the USG (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education – include all education completed
- P. License, Skills, Training, Membership & Recognition
- Q. Language Skills: Indicate reading, writing and speaking levels of proficiency.
- R. Work Experience – include details of all periods of employment or unemployment with CTC salary details.
- S. References: Provide names and addresses of 3 persons with knowledge of your work performance (*do not include relatives or former supervisors*)

AN EQUAL OPPORTUNITY EMPLOYER

The U.S. Mission in Kolkata provides equal employment opportunity (EEO) and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Cleared: CONS: WKennedy
Approved: MO: CDWilcox